

# #QS18

October 17 & 18, 2018  
Calgary, Alberta



Quality & Safety

Summit 2018

Because progress doesn't stop at 2.

## Program Guide

# 4<sup>TH</sup> ANNUAL QUALITY & SAFETY SUMMIT

As always, Alberta Health Services is proud to partner with patient and family advisors.

Our theme is  $1 + 1 = 3$ .

This year we are going to create synergy as a way of transforming our health system. Together with patients we will find new ways to solve old problems, spark curiosity and build stronger networks.

What to expect from #QS2018:



Aha!  
Moments



Controversy



Unexpected  
Outcomes



Intropective  
Workshops



Provocative  
Insights

## Patients Included

We are proud to announce that the 2018 Quality & Safety Summit is Patients Included. What this means is that we are committed to incorporating the experiences of patients.



## Canadian College of Health Leaders

### Maintenance of Certification

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to 5 Category II credits towards their maintenance of certification requirement.

### Maintien de la Certification

Une participation à cette réunion par un membre certifié du Collège canadien des leaders en santé (CHE / Fellow) vaut 5 Summi crédits de la catégorie II du MDC à l'égard de l'exigence du maintien de la certification à laquelle ceux-ci sont soumis.



CANADIAN COLLEGE OF  
HEALTH LEADERS  
COLLÈGE CANADIEN DES  
LEADERS EN SANTÉ

## CME Credit Statement

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by the University of Calgary Office of Continuing Medical Education and Professional Development. You may claim a maximum of **9.75 hours** (credits are automatically calculated).

If you indicated during registration that you will require a certificate of attendance, it will be e-mailed to you after the conference.. If you did not indicate that you require one but do, please let us know.

**Thank you!**  
**To #QS18's**  
**Amazing**  
**Sponsors!**

## Platinum Sponsors



## Gold Sponsors

Canadian Foundation for **Healthcare Improvement**

Fondation canadienne pour **l'amélioration des services de santé**



## Silver Sponsors



## DAY 1

Wednesday, October 17

### Morning Sessions

7:00 AM – 8:00 AM  
8:00 AM – 8:30 AM  
8:30 AM – 9:00 AM

Registration & Coffee  
Welcome  
Keynote: Dana Lewis

### Breakout Sessions

9:30 AM – 11:45 AM  
11:45 AM – 12:45 PM  
  
12:45 PM – 1:45 PM  
2:00 PM – 3:00 PM

Breakout A | Field Trip (Meet at 9:00 AM)  
Lunch | Poster Tour | Keynote: Stacey Chang |  
Video Screening: AHS Steps up to Say Sorry...  
Breakout B  
Breakout C

### Afternoon Session

3:15 PM – 4:00 PM

Keynote: Leslee Thompson

### Evening Events

5:00 PM – 8:00 PM  
5:30 PM – 8:00 PM

Informal Networking  
Innovation Café

## DAY 2

Thursday, October 18

### Morning Sessions

7:00 AM – 8:45 AM  
7:30 AM – 8:30 AM  
8:45 AM – 9:15 AM  
9:15 AM – 10:00 AM

Registration & Coffee  
Mindfulness | “Who are the People in...”  
Welcome  
Keynote: Alike Lafontaine

### Breakout Sessions

10:00 AM – 11:30 AM  
11:30 AM – 12:45 PM  
  
12:45 PM – 1:45 PM

Breakout D  
Lunch | Poster Tour | Screening of Falling  
Through the Cracks: Greg’s Story  
Breakout E

### Afternoon Sessions

2:00 PM – 2:45 PM  
2:45 PM – 3:30 PM

Keynote: Jason White  
Closing

For more detailed information, please refer to pages 8 – 19 for Day 1 and pages 20 – 29 for Day 2.

### Have a question?

Get an answer! Look for the helpful summit staff—they'll stick out by wearing toques that say 'Ask Me'!

### Take your jacket off and stay a while!

We will have coat racks available in the conference rooms for your convenience.

### Looking for a place to leave your bags?

The staff at the Hotel Alma will be more than happy to hold on to your luggage after you check out. Please ask them at the front desk before heading over to the conference.

### Special meals?

If you indicated a dietary restriction during registration, please look for the table marked dietary restrictions.

\* Please note that since there are already vegetarian and non-pork options, special meals were not prepared for those restrictions.\*

### Stay connected!

1. Connect your device to the **airuc-guest** wifi network.
2. Upon opening up a new browser window, you will be redirected to the University of Calgary **airuc-guest** registration page.
3. Fill in your email address, name and phone number (with messaging enabled) to receive a password to access **airuc-guest**.
4. Refresh the **airuc-guest** webpage and click on the "Already have an account? Sign In" link.
5. Enter the information from the **airuc-guest** access email and you will be connected to wifi.

### Have an 'app'-ettite for more information?! Download our event app!

1. Go to the App Store, search and select **Whova Event Guide & Networking**
2. Once the app is downloaded, open the app and click **Sign Up/Sign In** (You can create an account or log in via Facebook or LinkedIn. Don't worry—the app will not make any posts on these accounts)
3. Once you have created a profile or logged in, click on **Find my Event/Conference**
4. Type **Quality and Safety Summit** in the Search bar

**Event Code: QS18**

MacEwan Conference & Event Centre is not responsible for the quality or reliability of the wireless internet network.

# DAY 1: SCHEDULE OVERVIEW

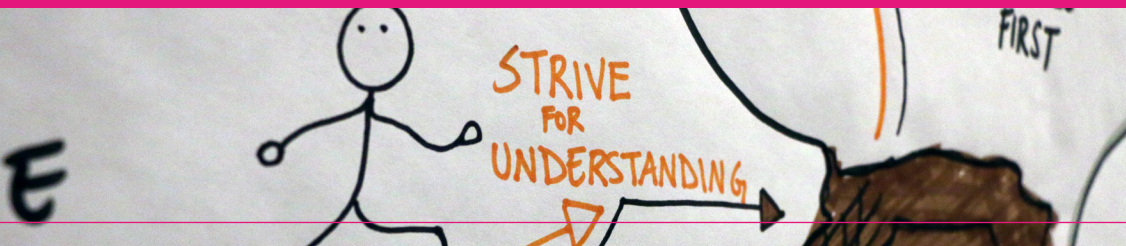
## OCTOBER 17

DAY 1	OTHER EVENT AREAS	MACEWAN HALL	BIANCA
7:00 AM	Registration & Coffee MacEwan Hall Foyer		
7:30 AM			
8:00 AM		Welcome Therese Moberly, Linda Hughes, Francois Belanger, Ashley Jones	
8:30 AM		#WeAreNotWaiting Dana Lewis	
9:00 AM	Break   Transition		
9:30 AM	FT Field Trip: Walking Tour of YYC Non-profit  9:15 AM – 12:00 PM Hotel Alma Meet at 9:00	A1 Design—Methodologies and Mindsets Stacey Chang, Lucas Artusi	A2 Blanket Exercise Sherri Di Lallo, Chrystal Plante, Paul Bergen, Therese Moberly
10:00 AM		Break	
10:30 AM		A1 Design—Methodologies and Mindsets (Cont.) Stacey Chang, Lucas Artusi	A2 Blanket Exercise (Cont.) Sherri Di Lallo, Chrystal Plante, Paul Bergen, Therese Moberly
11:00 AM			
11:30 AM		Lunch   Poster Tour Design—Provoking Systemic Change in Healthcare MacEwan Hall AHS Steps up to say Sorry...Really, Really Well Ballroom	
12:00 PM			
12:30 PM			
1:00 PM		B1 Spread the word Christine Quinn, Elizabeth Cote-Boileau, Carol Anderson, Lesly Deuchar, Ronald Dumant	B2 Liberating Structures Joshua McCutcheon, Erin Rohl
1:30 PM		Break   Transition	
2:00 PM		B1 Spread the word (Cont.) Christine Quinn, Elizabeth Cote-Boileau, Carol Anderson, Lesly Deuchar, Ronald Dumant	C1 Indigenous Truths Chelsea Crowshoe
2:30 PM			
3:00 PM		Break	
3:30 PM		The Future of People Powered Health™? Leslee Thompson	

For additional session & speaker information, check pages 10-19 or open up your mobile app (instructions on page 7).



CASSIO	ESCALUS	BALLROOM	DAY 1
			7:00 AM
			7:30 AM
			8:00 AM
			8:30 AM
Break   Transition			9:00 AM
A3 Making Chit Chat David Plouffe, Zoë Klintberg	A4 Everyday HeRO: Getting Ahead of Harm Jodi Ploquin, Roxanne Stelmaschuk, Tom Lloyd	A5 The Emerging Art of Design Facilitation Keren Perla, Roya Damabi	9:30 AM
			10:00 AM
Break			10:30 AM
A3 Making Chit Chat (Cont.) David Plouffe, Zoë Klintberg	A4 Everyday HeRO: Getting Ahead of Harm (Cont.) Jodi Ploquin, Roxanne Stelmaschuk, Tom Lloyd	A5 The Emerging Art of Design Facilitation (Cont.) Keren Perla, Roya Damabi	11:00 AM
			11:30 AM
Lunch   Poster Tour Design—Provoking Systemic Change in Healthcare MacEwan Hall AHS Steps up to say Sorry...Really, Really Well Ballroom			12:00 PM
			12:30 PM
B3 Being a Better You Gina Botelho, Sandra Campbell	B4 Using Patient Needs to Create Better Care Marty Enokson, Mary Forhan, Susanna Koczur, Marni Bercov, Danielle Johnston	B5 Just Ask Questions! John Clarke	1:00 PM
			1:30 PM
Break   Transition			
B3 Being a Better You (Cont.) Gina Botelho, Sandra Campbell	C2 Outcome Improvements from the Ground Up! Virginia Meyer, Carmella Steinke, Matthew Kealey	B5 Just Ask Questions! (Cont.) John Clarke	2:00 PM
			2:30 PM
Break			
			3:00 PM
			3:30 PM



## #WeAreNotWaiting: Solving for the Problem as a Patient

MACEWAN HALL | 8:30 AM – 9:00 AM

**Dana Lewis**

Co-Founder of OpenAPS &  
Principal Investigator for  
a Robert Wood Johnson  
Foundation Funded Grant Project

In 2013, Dana Lewis reached peak frustration with her inability to hear her continuous glucose monitor (CGM) alarms while sleeping. Open source code enabled her to design her own solutions and eventually iterate and build a DIY hybrid closed-loop “artificial pancreas” system. This evolved into the OpenAPS movement, an open and transparent effort to make safe and effective basic Artificial Pancreas System (APS) technology widely available to more quickly improve and save as many lives as possible and reduce the burden of Type 1 diabetes.

Dana will share her experiences in designing her own system(s) to help her existing medical devices inter operate, and how engaging with patients can help everyone in healthcare better achieve their goals.



## Walking Tour of YYC Non-profit

HOTEL ALMA | Meet-up time: 9:00 AM | Departure time: 9:15 AM

Have you ever wanted to learn more about the supports available to Calgary’s most vulnerable populations? Lace up your sneakers and join us for a walking, behind-the-scenes field trip that will give you a glimpse of this incredibly important work. You will get the inside scoop on how the Mustard Seed encourages sustainable life change to Calgary’s adults experiencing poverty and homelessness. You will also witness how the Elbow River Healing Lodge at the Sheldon Chumir Centre blends traditional healing approaches with health promotion and social resource advocacy. This is one not to be missed!

# A1

## Design—Methodologies and Mindsets

MACEWAN HALL | 9:30 AM – 11:45 AM

### Stacey Chang

Executive Director,  
Design Institute for Health

### Lucas Artusi

Systems Designer,  
Design Institute for Health

Design is a creative discipline that has served for decades as a valuable approach to developing new products, environments, communications and services. While the tenets are straightforward, its mastery can require nuance and perspective.

This workshop will introduce attendees to the thinking that underpin Design. Although it is hard to get a crash course in 2 hours, this workshop will be interactive with a focus on how we support people in the mindset shift required at individual, organizational and systemic levels to see real change materialize.

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# A2

## Blanket Exercise

BIANCA | 9:30 AM – 11:45 AM

### Sherri Di Lallo

Indigenous Child Health Coordinator,  
Patient & Family Centred Care,  
Stollery Children's Hospital

### Paul Bergen

Manager, Spiritual Care  
& Cultural Services

### Chrystal Plante

Indigenous Coordinator, Stollery  
Awasisak Indigenous Health

### Therese Moberly

Elder

The Blanket Exercise is based on participatory popular education methodology. The goal is to build understanding about our shared history as Indigenous and non-Indigenous peoples in Canada by walking through pre-contact, treaty-making, colonization and resistance. Everyone is actively involved as they step onto blankets that represent the land, and into the role of First Nations, Inuit and later Métis peoples.





## **Making Chit Chat:** A Producer's Guide to Presenting at PechaKucha

CASSIO | 9:30 AM – 11:45 AM

**David Plouffe**

PechaKucha Calgary Advisory Group

**Zoë Klintberg**

Head of Creative at RocketHouse

This is a hands-on workshop where you will identify and develop your own personal story, adapt it into a PechaKucha style presentation and practice it in front of fellow participants.

You'll leave this course with an understanding of key storytelling tools that can help you better connect with your audience and inspire change.

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## **Everyday HeRO:** Getting Ahead of Harm

ESCALUS | 9:30 AM – 11:45 AM

**Jodi Ploquin**

Provincial Senior Patient  
Safety Specialist

**Roxanne Stelmaschuk**

Provincial Senior Patient  
Safety Specialist

**Tom Lloyd**

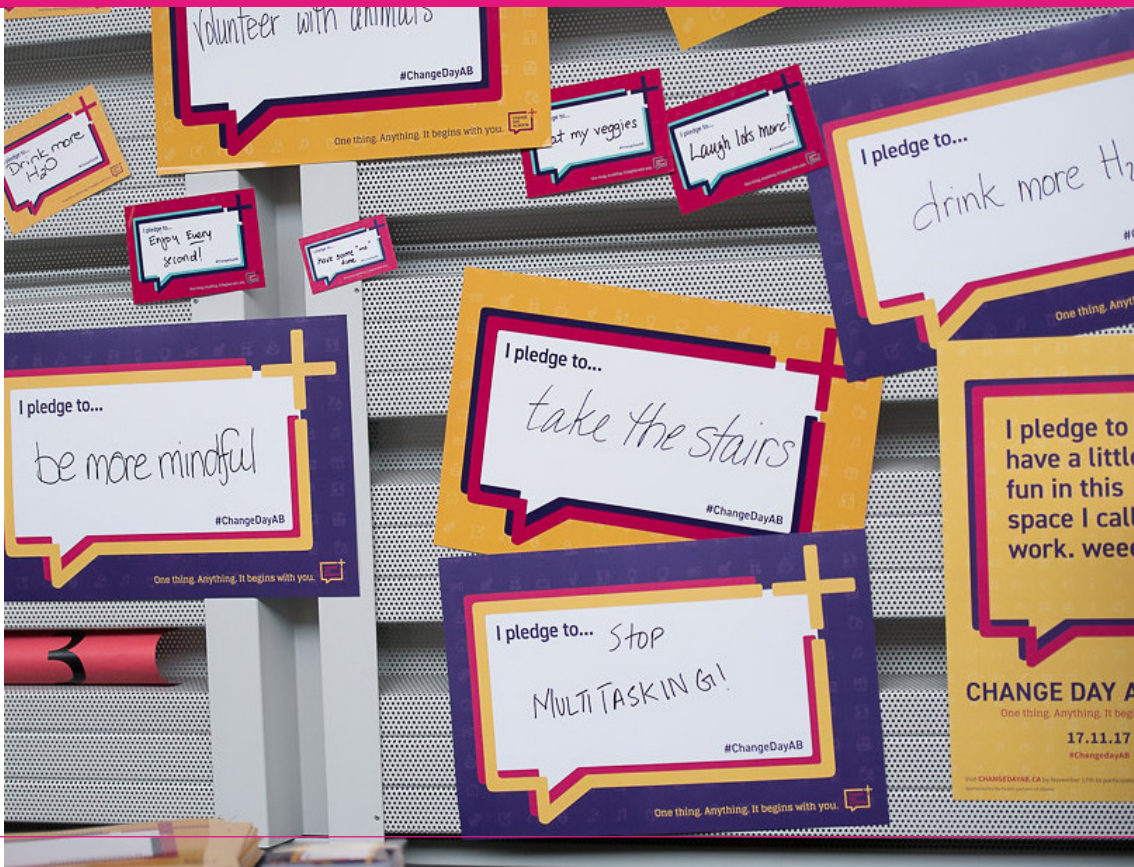
Director, Saegis Safety Institute

### **Do you want to be an Everyday HeRO and Get Ahead of Harm?**

Help shape AHS into a High Reliability Organization (HRO). In this highly interactive workshop you will learn more about the five principles of HRO and innovative technology and tactics to support this shift. Have you ever heard of an operating room using a 'black box' similar to those used in aviation? What alternatives to fax could support high reliability communications? Come to hear more! We invite you through storytelling and open space exercises to explore what high reliability tactics you can take back to your teams to help grow the Everyday HeRO movement!

**Everyday HeRO:** A person who exhibits high reliability behaviors enhancing patient safety in their everyday work.





## A5

### The Emerging Art of Design Facilitation

BALLROOM | 9:30 AM – 11:45 AM

**Keren Perla**

Director of Foresight and Design,  
Alberta CoLab

**Roya Damabi**

Senior Systemic Designer,  
Alberta CoLab

This interactive session will focus on the emerging practice of design facilitation as a critical component for guiding co-creation, innovation processes—one that expands and pushes the boundaries on core facilitation concepts such as ‘impartiality’, ‘consensus decision making’, ‘facilitator as process guide’ and ‘planning versus emergence’.

This workshop will be useful for those leading and engaging in systems-oriented change work, social labs and design thinking processes.





## Design—Provoking Systemic Change in Healthcare

MACEWAN HALL | 12:00 PM – 12:30 PM

### Stacey Chang

Executive Director,  
Design Institute for Health

The current pace of change in healthcare is unprecedented. The challenges we face demand creativity, nimbleness and experimentation that the industry isn't ready to accommodate. How then do we respond? Design, in every other industry, is useful as a creative approach to solving complex problems. Its application in health and healthcare has emerged in recent years, and is proving valuable in addressing problems big and small. This will undoubtedly make us rethink how we currently approach change.

## AHS Steps up to say Sorry...Really, Really Well

BALLROOM | 12:00 PM – 12:30 PM

### Jodi Ploquin

Provincial Senior Patient  
Safety Specialist

### Bruce MacLeod

Emergency Physician, Calgary Zone  
Medical Advisor to Clinical Quality  
and Patient Safety  
Medical Director, RAAPID South

Come view several of the patient advisor co-designed South Health Campus "Disclosure Done Well" videos that are helping shift the culture of disclosure across AHS and beyond! Find out about new learning opportunities in AHS to up your game when it comes to apologizing.



## **Spread the Word:** Innovation + Improvement Science = System Transformation

MACEWAN HALL | 12:45 PM – 3:00 PM

### **Christine Quinn**

Director, Canadian Foundation of Healthcare Improvement

### **Elizabeth Cote-Boileau**

Doctoral Research Student in Health Sciences and Research Professional at the Centre for Research—Hôpital Charles-Le Moyne and the Université de Sherbrooke

### **Carol Anderson**

Executive Director, Edmonton Zone Continuing Care Programs, AHS

### **Lesly Deuchar**

Program Performance & Innovation Manager, Edmonton Zone Virtual Hospital, AHS

### **Ronald W. Damant**

Acting Divisional Director, Division of Pulmonary Medicine, Department of Medicine, University of Alberta

Ask 10 people about spread, scale and sustainability (SSS) of quality improvement and you'll probably get 10 different answers. On top of that, we often underestimate the level of effort needed for people and systems to innovate and do things differently. CFHI is a leader in identifying proven innovations and accelerating their spread. Together with their local colleagues, they will share tools, approaches and lessons learned for successful SSS.

This interactive session will include practical exercises and conversations with experts who will share provider, leader and patient perspectives enabling participants to apply these tools and learnings in their contexts and reflect on how SSS contributes to large-scale system transformation.





## B2

### **Liberating Structures:**

Come learn how to do them and why they are so hot!

BIANCA | 12:45 – 1:45

**Joshua McCutcheon**

AHS Design Lab

**Erin Rohl**

AHS Design Lab

Are you curious about how to engage people in a meaningful way to get different results? Do you wonder how you can expose the elephant in the room without people risking their reputations? Liberating Structures are spreading worldwide as an amazing way to approach difficult conversations.

In this workshop you will get hands on experience. We will make sure to take the time to reflect how you could apply these in your day-to-day work.

## B3

### **Being a Better You: We Grow One AHA Moment at a Time**

CASSIO | 12:45 PM – 3:00 PM

**Gina Botelho**

President/Senior Facilitator,  
Magnetic Training Solutions

**Sandra Campbell**

Patient Advisor

This high energy, interactive workshop will explore how unconscious beliefs and values are formed and the ways they impact our relationships and communication styles. You will learn some practical tools for decreasing conflict and increasing collaboration with others and experience a few A-HA moments along the way!



## B4

### Using Patient Needs to Create Better Care—

#### We all Play a Role in Research

ESCALUS | 12:45 PM – 1:45 PM

##### Marty Enokson

Patient Advisor

##### Mary Forhan

Assistant Professor, University of Alberta Faculty of Rehabilitation Medicine,  
Department of Occupational Therapy

##### Susanna Koczkur

Patient and Community Engagement Researcher

##### Marni Bercov

Executive Director, Addiction and Mental Health Strategic Clinical Network™

##### Danielle Johnston

Area Lead, Coordinated Intake, Pediatric Speciality Clinic, Camrose

Through patient stories and using a rapid shift and share format, participants will learn how three different research teams are set to make a difference in patient care in the areas of Bariatric Care, Mental Health in the Emergency Department and Fetal Alcohol Spectrum Disorder. They will highlight the roles that everyone plays in developing research and moving it into practice.

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## B5

### Just Ask Questions!

#### Using Coaching & Collaboration to Advance Improvement

BALLROOM | 12:45 PM – 3:00 PM

##### John Clarke

Training Associate, Cognitive  
Coaching Seminars and Adaptive  
Schools Seminars

Warning: Powerful questions and collaboration ahead! There are two things we know—asking good questions can advance learning and improvement, and working in partnerships can have a greater impact than working on your own. The problem is... no one ever shows us HOW to do these things. If you need to work with others in your job (and who doesn't) this session is for you. Learn from the educational sector on how to use good questions as a powerful tool for improvement and apply them to a group. Learn, observe and test some tools that will enhance your skills as a facilitator, leader and improvement superstar!



## **Indigenous Truths:** Demystifying Common Societal Misconceptions of Indigenous Peoples

BIANCA | 2:00 PM – 3:00 PM

### **Chelsea Crowshoe**

Indigenous Cultural Competency  
Education, Indigenous Health  
Program

This session will provide you with some useful information by exploring some of the myths and misconceptions about Indigenous peoples. Join us for some interesting facts and a friendly, inclusive opportunity to improve your interactions with Indigenous patients and families.



## **Outcome Improvements from Ground Up!**

ESCALUS | 2:00 PM – 3:00 PM

### **Virginia Meyer**

Executive Director,  
Rockyview General Hospital

### **Carmella Steinke**

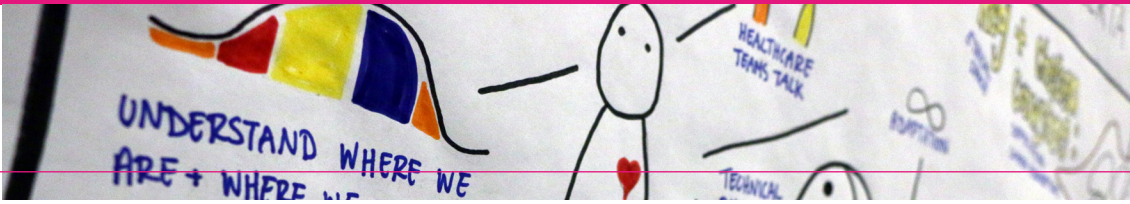
Executive Director, Integrated  
Quality Management (Calgary Zone)

### **Matthew Kealey**

Program Director, Analytics

Are you curious what the key ingredients to outcome improvement looks like? Well, this is your chance to find out. Come and join this team to hear how they improved health outcomes for patients with heart failure. They will highlight how they used a data analytics system, an implementation approach and content management to make it happen. The key? The front-line providers and operational managers need to own it. Come and hear it from the horse's mouth!





## The Future of People Powered Health™?

MACEWAN HALL | 3:15 PM – 4:00 PM

Leslee Thompson

CEO, Accreditation Canada

Healthcare is changing at a lightning speed. What does a digital patient look like? Alongside the evolution of technology we are seeing people embracing People Powered Health™. The People Powered Health™ is about partnering with those who power health systems around the world to improve quality and health outcomes.

Leslee is going to highlight revolutions in healthcare across the world and inspire us to think BIG. Our MC, Lyall, will interview Leslee on how we can better position ourselves to be part of these transformations.

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## Informal Networking: Evening event

THE DEN | 5:00 PM – 8:00 PM | No registration required; cash bar

Don't take that name tag off quite yet! Continue the conversations you've started throughout the day; grab a beer, glass of wine, pop or water and enjoy this agenda-free chance to mingle with coworkers, patient/family advisors and students. Drop in for a few minutes or shut the place down, we're flexible!

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## Innovation Café: Evening event

MACEWAN BALLROOM | 5:30 PM – 8:00 PM | Separate registration required

Hosted by:

Canadian College of Health Leaders,  
Southern Alberta Chapter

Emerging Health Leaders,  
Calgary Node

What's it like to be an innovator? What is the innovation process? How do you bring ideas to reality? Network and learn from local entrepreneurs and innovators from various sectors. Get inspired by their innovation journey, resilience and courage!

## DAY 2: SCHEDULE OVERVIEW

OCTOBER 18

DAY 2	OTHER EVENT AREAS	MACEWAN HALL	BIANCA
7:00 AM	Registration & Coffee MacEwan Hall Foyer		
7:30 AM			Mindfulness Based Stress Reduction Derek Luk
8:00 AM			
8:30 AM			
		Welcome Verna Yiu	
9:00 AM		Nothing for Us, Without Us Alika Lafontaine	
9:30 AM			
10:00 AM	Break   Transition Brought to you by the Alberta Medical Association		
10:30 AM		D1 We Can't Give Away What We Don't Have Sherri Di Lallo, Therese Moberly, Chrystal Plante	D2 Fishbowl: Accepted Quality Improvement Abstracts
11:00 AM			
11:30 AM	Lunch   Poster Tour		
12:00 PM	Falling through the Cracks: Greg's Story MacEwan Hall		
12:30 PM		E1 Cannabis Legalization— You've got Questions, We've got Answers!	E2 Fishbowl: Accepted Transformation Through Innovation Abstracts
1:00 PM			
1:30 PM	Break   Transition		
2:00 PM		Start-up Thinking for Government Jason White	
2:30 PM			
3:00 PM		Closing	

For additional session & speaker information, check pages 22-29 or open up your mobile app (instructions on page 7).

CASSIO	ESCALUS	BALLROOM	DAY 2
			7:00 AM
		Who are the People in my Neighbourhood? Calgary Zone IQM	7:30 AM
			8:00 AM
			8:30 AM
			9:00 AM
			9:30 AM
Break   Transition Brought to you by the Alberta Medical Association			10:00 AM
D3 Care & Dignity in the Streets of Calgary Simon Colgan, Rachael Edwards	D4 Curiosity + Creativity = Patient Engagement in 2025	D5 Health as an Ecosystem: Huh? Alison Connors, Meghan Belland	10:30 AM
			11:00 AM
Lunch   Poster Tour Falling through the Cracks: Greg's Story <a href="#">MacEwan Hall</a>			11:30 AM
			12:00 PM
			12:30 PM
E3 AHA! Ask Him Anything Jason White	E4 Bring it! To Work Every Day... Jake Jennings, Maya Pajevic	E5 Colour the World you Want to See Kevin Hare, Fabio Feldman	1:00 PM
			1:30 PM
Break   Transition			
			2:00 PM
			2:30 PM
			3:00 PM

## Mindfulness Based Stress Reduction

BIANCA | 7:30 AM – 8:30 AM

Derek Luk

Education Consultant, Quality  
& Patient Safety Education, AHS

Mindfulness is the cultivation of present moment awareness without judgment. Join this experiential session as we begin the day with mindful movement followed by a 15-minute awareness of breath practice. Please wear pants and clothes that allow for gentle movement standing and sitting in a chair.

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## Who are the People in my Neighbourhood?

Quality & Safety Network Breakfast Event

MACEWAN BALLROOM | 7:30 AM – 8:30 AM

Sponsored by:

Calgary Zone Integrated  
Quality Management

Are you wondering ‘Who is Who in the Zoo’ when it comes to Quality and Safety in the Calgary Zone? This is your chance to join your passionate colleagues and patient advisors bright and early on the second day of the conference. We promise to make it worth the early wake up time with strong coffee, good chats, crayons and string. Hope to see you there!

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## Nothing for Us, Without Us: Moving from Action to Impact

MACEWAN HALL | 9:15 AM – 10:00 AM

Alika Lafontaine

Medical Director, North Zone,  
Indigenous Health

In Fall 2017 Alika wrapped the Indigenous Health Alliance project, a collaborative led politically by Territorial organizations representing more than 150 First Nation communities. Over four years, the Alliance brought together First Nation communities, medical organizations, Indigenous advocacy organizations, and the Federal government. Alika will discuss lessons learned from a project where minimal resources were used to bring together disparate stakeholders to solve a historically intractable problem—Indigenous health system transformation.

# D1

## **We Can't Give Away What we Don't Have:**

### Engagement Through Indigenous Ways of Knowing Community

MACEWAN HALL | 10:30 AM – 11:30 AM

#### **Sherri Di Lallo**

Indigenous Child Health Coordinator,  
Patient & Family Centred Care,  
Stollery Children's Hospital

Please join our panel to experience a fish bowl Talking Circle as we create a safe place to learn about the effects of Residential school and the healing journey with one of our Elders.

Attendees will be given an opportunity to participate in the Talking Circle and debrief session.

#### **Therese Moberly**

Elder

#### **Chrystal Plante**

Indigenous Coordinator, Stollery  
Awasisak Indigenous Health

# D2

## **Fishbowl:** Accepted Quality Improvement Abstracts

BIANCA | 10:30 AM – 11:30 AM

#### **Shandra Morrison**

Decreasing Reprocessing Errors at MDR: Chinook Regional Hospital

#### **Adam Elwi**

Transformation of Major Breast Cancer Surgery Delivery from Overnight  
Stay to Same-Day Surgery in Alberta

#### **Kelly Burak**

Optimizing the Use of Gastroscopy in Otherwise Healthy Patients  
with Dyspepsia

#### **Eliana Castillo**

Healthy Mom, Healthy Baby: Our Journey to Increasing Immunization Uptake!

#### **Karmon Helmle**

Bridging the Gap: Leveraging Knowledge Translation to Improve Inpatient  
Diabetes Management

#### **Mindy Kohar**

Improving Medication Safety in Hemodialysis Patients Using Innovative  
Approaches to Pharmacy Care

Tried and true improvement methods continue to be used for good reason—they work! Hear how these Alberta-born, evidence-based quality and patient safety improvement projects were successful. This fishbowl will allow you to hear the good, the bad and the ugly of these amazing projects.

## D3

### Care & Dignity in the Streets of Calgary

CASSIO | 10:30 AM – 11:30 AM

**Simon Colgan**

Palliative Doctor

**Rachael Edwards**

Registered Nurse, Calgary Allied  
Mobile Palliative Program

Meet the dynamic duo who started hitting Calgary streets in October 2017 to bring care and compassion to arguably one of our most vulnerable populations: homeless patients suffering from terminal illnesses. Simon & Rachael are passionate about allowing their patients to have a voice in what their end of life looks like for them.

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## D4

### Curiosity + Creativity = Patient Engagement in 2025

ESCALUS | 10:30 AM – 11:30 AM

**Phil Bobawsky**

Patient Advisor

**Finn Bobawsky**

4-Legged Sidekick

**Maya Pajevic**

Patient Advisor & Intern,  
AHS Design Lab

Engaging patients and the community in a meaningful way to design health services is not as easy as it sounds.

Maya and Phil will guide you through a fun session where your creative juices can flow as we think about how to become more person-centered. This session will generate ideas and aha moments that you can take back to your work.







## D5

### Health as an Ecosystem: Huh?

BALLROOM | 10:30 AM – 11:30 AM

#### Alison Connors

Patient Advisor

#### Meghan Belland

Acting Manager, Strategic  
Coordination, Provincial Primary  
Health Care

Have you ever considered how health is really just a tiny part of what people need to keep and stay healthy? Do you believe that health providers are well situated to plan people's discharge to live as successfully as possible in their community?

Learn from a patient on how she designed her life post discharge and consider what individuals, sites and organizations could be doing to really impact patients' lives beyond the acute care event. Attend this session if you are interested in challenging your assumptions on how we deliver care with an interactive session designed to revamp the most commonly used tool in health the "patient discharge summary".

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### Falling Through the Cracks: Greg's Story

MACEWAN HALL | 11:45 AM – 12:45 PM

#### Teri Price

Greg's Sister

#### Jodi Ploquin

Provincial Senior Patient  
Safety Specialist

This film has weighed heavy on the heart of every viewer. It has already traveled around the globe with screenings in such cities as Vancouver, Ottawa and Kuala Lumpur. Its impact and story build from the tragic story of Greg Price. The film gives a glimpse of who Greg was and focuses on the events of his healthcare journey that ended in his unexpected and tragic death. We want to uncover how we can collectively inspire positive change and take action.



## **Cannabis Legalization—You've got Questions, We've got Answers!**

MACEWAN HALL | 12:45 PM – 1:45 PM

### **Ryan Magnussen**

Patient Advisor

### **Fiona Clement**

Director of the Health Technology Assessment Unit, O'Brien Institute  
of Public Health

### **Susanna Koczkur**

Patient and Community Engagement Researcher

### **Matt Zabloski**

Business Strategist, Calgary Community Standards, City of Calgary

### **Michelle Kilborn**

AHS Cannabis Project Coordinator

### **Moderator: Heather Sharpe**

Director of Respiratory Health Strategic Clinical Network™

Cannabis legalization is coming to Alberta and we're guessing you have lots of questions about it. So this session will be completely devoted to having those questions answered by subject experts.

That's right, no speeches, presentations or Power Points! Just a solid hour of Q&A's. But wait there's more! You will be able to submit your questions before the summit, see other people's questions and vote for your favourite ones.



## **Fishbowl:** Accepted Transformation Through Innovation Abstracts

BIANCA | 12:45 PM – 1:45 PM

### **Sara Davison**

**Conservative Kidney Management:** Quality Improvement and Patient Engagement using Technology and Social Media with an Elderly Population.

### **Ammneh Azeim**

**Design-led Innovation to Improve Digital Healthcare**

### **Joshua McCutcheon**

**Physician Innovation:** From Laborious and Boring Paper Proposals to Innovative Pitches Built with Collaborative Intelligence.

### **Meaghan Waterbury**

**Exploring Home Automation Technology in the Hospital Setting to Prepare Patients for Independence at Home**

### **Scout Windsor**

**Otherworldly Immersion:** Using VR to Ease Anxiety and Pain in Complex Wound Care

### **Ashlee McGuire**

**Teens:** Partners in Care and Co-Developers of Healthcare Services

Some rebels out there had radical ideas of how to improve care. Hear their stories of how these ideas came to be and how they already have, or potentially could, make a positive impact on Alberta's healthcare.



## E3 AHA! Ask Him Anything

CASSIO | 12:45 PM – 1:45 PM

**Jason White**

Data Engineering Lead, Shopify

Jason's biography might make you a little bit curious; going from Canadian start-up Shopify to 3 months in the depths of the Federal Government! This session will be focused on what you want to know. Join to ask Jason what large bureaucracies, like healthcare, can learn from user-centered start-ups or anything else for that matter! Literally, ask him anything.

## E4 Bring it! To Work Every Day...

ESCALUS | 12:45 PM – 1:45 PM

**Jake Jennings**

Program Manager, East Calgary

Family Care Clinic

**Maya Pajevic**

Patient Advisor & Intern,

AHS Design Lab

Have you ever had the experience of working on a team where you feel in the flow—you are working seamlessly doing hard work and getting things done, all while having fun? Alternatively, have you ever had the experience of working on a team where no matter what the group does, a collection of well-intentioned people just can't get into the groove?

This interactive workshop is all about understanding the dynamics in your team and how to get to a place of finding your groove! We have been told that poker chips are involved!





## Colour the World you Want to See

BALLROOM | 12:45 PM – 1:45 PM

### Kevin Hare

Executive Director of Clinical Quality  
and Strategic Priorities, Fraser  
Health, BC

### Fabio Feldman

Director, Clinical Quality and Patient  
Safety, Fraser Health, BC

In a large healthcare organization, do frontline staff even know what the safety priorities approved in a board room are? Maybe we could just pick up a crayon and draw a line from high level strategies and frontline care providers? That is exactly what Kevin Hare did with the creation of a colouring book to socialize the 7 patient safety priorities of Fraser Health. Come and hear about his bold journey, get your own copy of his colouring book, and explore with Kevin and Fabio through an interactive workshop creative ways to impact the behaviors of frontline care providers.

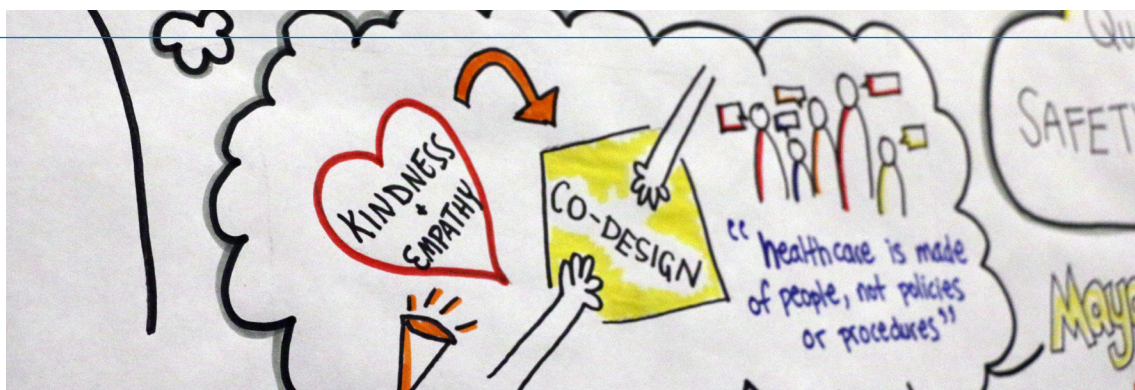
## Start-up Thinking for Government: Real Life Testimonial

MACEWAN HALL | 2:00 PM – 2:45 PM

### Jason White

Data Engineering Lead, Shopify

Jason just spent 3 months helping the Government of Canada think like a start-up. The Canadian Digital Service department knew they had a problem. Canadians don't understand why when they go to renew their passport, they don't get the same quality of service they get from Amazon. The government team knew they had to up their game. Jason will share with us what he learned on his short tour of duty and what large bureaucracies can learn from a start-up mind set.



## THANK YOU

Thank you to our planning committee for dedicating your time & energy to ensuring this event was something we could all be proud of.

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### Planning Committee

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Francois Belanger  
Lynette Lutes  
Val Austen-Wiebe  
Phil Bobawsky  
Vanessa Bulmer  
Kara Gettings  
Bailey Hodgson  
Maya Pajevic

Graham Petz  
Jodi Ploquin  
Katherine Pollock  
Shalyn Prasad  
Jennifer Rees  
Julie Schellenberg  
Heather Sharpe  
Margie Sills Maerov

Susan Silverthorne  
Sabrina Singh  
Erin Thompson  
Marlies van Dijk  
Tracy Wong  
Sherri Wuetherick  
Alyshah Kaba

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### Abstract Review Panel

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Thank you to everyone who submitted and reviewed abstracts. We received 200 abstracts this year!

#### Stream 1: Transformation through Innovation

Kathryn Ambler  
Michael Auld  
Phil Bobawsky  
Emma Currie  
Jessica Havens  
Jo-Louise Huq

Anna Johnson  
Emily Knight  
Joshua McCutcheon  
Rollie Nichol  
Maya Pajevic  
Dan Pichette

Leora Rabatach  
Adrienne Richard  
Jonathan White  
Patty Wickson  
Tracy Wong  
Justin Yeung

#### Stream 2: Successful Quality Improvement Projects

Paula Germann  
Michael Guirguis  
Lauren Hebert  
Clare Hildebrandt  
Catherine Joseph  
Meenakshi Kashyap  
Panteha Khalili  
Stacey Litvinchuk  
Anne Lopushinsky  
Stephanie McAllister  
Karey McCann  
Shawna McGhan

Terra McKinnon  
Marsha Meller  
Patre O'Connell  
Anurag Pandey  
Darren Pasay  
Jodi Ploquin  
Anna Pujadas-Botey  
Jill Richardson  
Chris Roach  
Crystal Roberts  
Jennifer Salt  
Damian Sarnecki

Dustin Schinbein  
Karen Schmaltz  
Kenneth Scott  
Ryan Sommer  
Laurel Stretch  
Roxy Thomas  
Lisa Vandergouwe  
Shawn Volk  
Lynn Whitten  
Sandra Young  
Colin Zieber

# Poster Listing—2018 Quality & Safety Summit Program

## Stream 1: Transformation through Innovation

Poster #	Title	Abstract Authors (Presenter bolded)
1	Autism, Surgery and a Robot—Supporting Children with Autism Spectrum Disorder (ASD) Scheduled for Surgery with help from MEDi Robot.	<b>Lisa Bell Graham</b> , Jackie Pearson
2	Bariatric Friendly Hospital Initiative: Improving Care for Patients Living With Obesity.	<b>Glenda Moore</b> , Naomi Popeski, Kathy Dmytruk, Mary Forhan, Carol Kuzio, Petra O’Connell,
3	Complex Care Clinic for General Neurology Patients with Complex Neurological Conditions	<b>Corina Fodor</b> , Katie Wiltshire, Nora Krueger, Stephanie Molzan, Sylvia Braun, Monic Brunet, Kimberly McEachern, Jadine Briggs
4	Creating a Patient–Centred Mindset in Group Education Design	<b>Kathryn Coutts</b> , Ashlee McGuire, Jennifer Alexander, Julie Robison, Elisabeth Cardosa–Pereira
5	Educating Sexual Health Champions in Oncology	<b>Lauren Walker</b> , Ericka Wiebe, Amy Driga, Jill Turner, Tricia Hutchison, John Robinson, Ashley Ayume
6	Engagement of Physicians and Improvement of Patient Experience in Medical Assistance in Dying	<b>Dionne Walsh</b> , Rachel McGean, Terri Fortunaso
7	Getting to 1+1=3: Decreased cognition + increased aggression SHOULD NOT EQUAL untreated pain	<b>Jennifer Lee</b> , Lianne Doerr
8	How do YOU keep patients safe?: Moving AHS towards a proactive patient safety model	<b>Jodi Ploquin</b> , Roxanne Stelmaschuk, Helen Funnell, Rae–Anne Boucher, Paula Beard
9	Liver Health Assessment and Triage—An Innovative Model for Service Delivery and Improvement of Liver Health at the University Hospital	<b>Tracy Davyduke</b> , Juan G. Abalde, Puneeta Tandon, Ralph Ennis–Davis, Mang Ma, Michelle Carbonneau
10	New ways to use clinic data: better information means better interactions	<b>Pamela Roach</b> , Jeanie YY. Lee, Nicola Birchall, David Cadotte

## POSTER LISTING

Poster #	Title	Abstract Authors ( <b>Presenter bolded</b> )
11	Operation Innovation: Zone Patient Flow, with a New Way of Working	<b>Barbara Torres</b> , Emma Currie, Rob Swanson, Joshua McCutcheon, Allan Sinclair, Jennifer Bestard
12	Partnering with family at the bedside and beyond: Family-administered delirium detection in the intensive care unit (ICU)	<b>Karla Krewulak</b> , Kirsten M. Fiest, Zahinoor Ismail, Judy Davidson, E. Wes Ely, H. Thomas Stelfox
13	Path to Care: Alberta Referral Directory.ca	<b>Anne Myron</b> , Sandra Marini, Dana Young, Karen Bachynski, Michael Burston, Lisa Beaulne
14	Putting the TA in TJA	<b>Darren McIlwaine</b> , Carol Kirkland, Sandy Holowaychuk
15	QA2Q!: The Quality & Clinical Performance Team's Journey to Improve Continuing Care Client Experience, and Re imagine themselves in the Process.	<b>Lianne Doerr, Jennifer Lee</b> , David Chakravorty
16	Safer and Welcoming Continuing Care for Lesbian, Gay, Bisexual, Transgender and Queer + Clients	<b>Michelle Taylor</b> , Sophie Sapergia
17	Scrums - they're not just for rugby!	<b>Tawnia Doughton</b>
18	Sexual & Reproductive Health Social Media Accounts: Promoting Healthy Sexuality amongst Youth	<b>Meg Sloane</b> , Carlie McPhee, Danelle Plettell
19	Sharing Patients' Health Perspective in a Timely Manner "Patient reported outcomes dashboards"	<b>Tova Léveillé</b> , Flora Stephenson
20	The AHS Indigenous Patient Journey Projects	<b>Randal Bell</b>
21	The Complex Care Hub: Thinking Outside Hospital Walls To Transform the How, Where and Who of Acute Care Delivery	<b>Arden Birney</b> , Michelle Grinman, Ryan Kozicky, Michele Smith, Vivian Ewa, Mary Jane Shankel, Irene Ma, Jason Goertzen, Kirsten Proceviat
22	The Nudge Project: Innovative engagement solutions to address management of Urinary tract infections (UIT) in a community ER	<b>Micheal Guirguis</b> , Daris Klemmer, Kendra Leigh, Saul Sych, Guillermina Noel,



Poster #	Title	Abstract Authors ( <b>Presenter bolded</b> )
23	Using Digital Patient Reported Outcome (PRO) Reports in Ambulatory Oncology Care: Establishing what is Meaningful	<b>Andrea Deiure</b> , Linda Watson, Louise Smith, Marlene Estabrooks, Shelley Lawrence, Pat Gramlich
24	Using Facilitated Audit and Feedback Sessions and Physician Reports to help Emergency Physicians identify opportunities for practice improvement	<b>Shawn Dowling</b> , Rick Morris, Neil Collins, Charles Wong, Ian Walker, Chris Bond, Tom Rich, Eddy Lang
25	What if citizens...?	<b>Linda Kolewaski</b> , Troy Stooke, Tracy Wasylak, Patricia Wickson, Christine Taam, Judy Birdsell, Rhonda Pouliot
<b>Stream 2: Successful Quality Improvement Projects</b>		
26	What's App Doc? Transforming the consult experience for patients and families with an AHS Consult Recording App	<b>Patrick Curley</b> , Kristin Whitworth, Dorothy M. Rodehutsors, Linda Watson, Jared Dembicki, Jason Kumagai
27	A Quality Improvement Project to Improve the Decision Making Process of High-Risk Sterile Compounded Preparations	<b>Dana Lyons</b> , Tana Yoon, Teresa Hennessey, Tania Mysak
28	A Team Approach to Quality Improvement for an Urban In-Home Stroke Rehabilitation Program	<b>Jodi Roberts</b> , Mary-Lou Halabi, Joanne MacQueen, Shy Amlani, Rajandeep Chandel, Sharon Taylor, Jayanne Wood, Shanen Hanna
29	A virtual quality improvement collaborative improves children's pain outcomes during emergency department visits across the province	<b>Jennifer Thull-Freedman</b> , Erin Pols, Ashley McFetridge, Suzanne Libbey, Kevin Lonergan, Antonia Stang
30	Breaking down barriers: improving fall risk screening in renal patients	<b>Natalie Ilkiw</b> , Shauna Raugust-Smith, Kathryn Iwaasa, Kristen Parker
31	Closing the loop to accelerate diagnosis and management of breast cancer	<b>Adam Elwi</b> , Alysha Crocker, Angela Estey, David Olson, May Lynn Quan
32	Collaborative Care: Making a Difference!	<b>Lisa Birmingham</b> , Jeanne Annett

## POSTER LISTING

Poster #	Title	Abstract Authors ( <b>Presenter bolded</b> )
33	Does Standardized Care Improve Efficiency and Wait Times While Maintaining Client Experience?	<b>Megan Terrill</b> , June Norris, Carol Kirkland
34	Evaluation of the Diabetic Foot Care Clinical Pathway in Alberta	<b>Naomi Popeski</b> , Kathy Dmytruk, Edie Attrell, Cathy Chan, Petra O'Connell
35	First Ever Triage Dental Assistant	<b>Lynn Greenwood, Werther Carvalho</b> , Rafael Figueiredo, Heidi Rabie, Jacqueline Wallace
36	FMC Unit 57 Pass Meds Process Improvement Success	Holly Blair
37	Hospitalist Opioid Action Plan (HOAP) Phase 1: Reducing Harm for Patients with High Risk—One Year Later	<b>Alison Drake</b> , Nicole Savaria, Mike Libin, Judy Schoen, Sunita Chacko
38	Impact of Nurse Practitioners on Emergency Department Utilization and Outcomes at the Strathcona Community Hospital	<b>Shereen Grubb</b> , Daris Klemmer, Ben Olsen, Shimei Yu, Eyerusalem Tessera
39	Implementation of COSTaRS: The Alberta Experience	<b>Jennifer Anderson</b> , Liz Ross, Amanda McKinley, Linda Watson, Krista Rawson, Shaunna Miloy
40	Implementing a New Diabetic Algorithm for Ophthalmology Day Surgery Patients at the Royal Alexandra Hospital (RAH)	<b>Hermína Strungaru</b> , Rany Al-Agha, Hilary Salmonson, Keith Drader, Kevin Gregg, Karim Damji
41	Improving Collaboration and Access to Rehabilitation for Stroke Patients at Grey Nuns Community Hospital	<b>Jaime Yu</b> , Pam Mathura
42	Improving Data Entry in a Referral Management System	<b>Becky Job</b> , Kat Johnston, Janet Brown, Jill Mauthe, Jenna Stewart
43	Improving Quality Data to Support Outpatient Appointment Management in Ambulatory Neurology Clinics	<b>Georgia Tabler</b> , Erin Barrett, Luanne Metz
44	Latent Tuberculosis Management for Dialysis Patients in the Southern Alberta Renal Program: A local gap in care	<b>Leila Barss</b> , Jennifer MacRae, Natalie Ilkiw, Denise Fillier, Kathryn Iwassa, Dina Fisher

Poster #	Title	Abstract Authors (Presenter bolded)
45	Line Optimization OR Project: Closing the LOOP on Safe Central Line Insertion in the Operating Room at Alberta Children's Hospital	<b>JA Michelle Bailey</b> , Paul Beaudry, Kerryn Carter, Suzanne Libbey, Corey Dowler, Marci Rosin
46	LPNs in AHS's Emergency Departments, Mental Health units, and Labour & Delivery units: Recommendations to Improve LPN Optimization	<b>Michelle Stiphout</b> , Leah Phillips, Stephanie Hastings
47	My Choice, My Care "Improving patient transition to dialysis"	<b>Danielle Fox</b> , Jennifer MacRae, Rob Quinn, Owen Gaskill, Kin Tam, Janis Heal, Denise Fillier, Natalie Ilkiw
48	No Apparent Harm? We can do better!	<b>Marilyn Gackle</b> , Claire Goldring, Kari Osmar, Kennedy Holland, Sarah Sun
49	Optimizing Provincial Rectal Cancer Care and Treatment	<b>Quynh B. Le</b> , Lorraine G. Shack, Adam Elwi, Francesca Coutinho, Ryan Rochon, Todd McMullen, Donald W.Buie
50	Parents + Play = Potential	<b>Allison Massey</b>
51	Pre-visit Planning to Improve Patient Preparedness for Clinic Visits	<b>Elaine Yacyshyn</b> , Fabiola Nunez, Xing Sun, Pamela Mathura, Karen Binns, Janet Roberts, Tobi Leder, Sandra Rovensky
52	Reducing blood loss in hip and knee replacement surgery	<b>Inelda Gjata</b> , Shawn Dowling, Kelly Burak, Sampson Law, Lara Cooke, Leyla Baghirzada, Ryan Endersby, Lori Olivieri
53	Reducing Excessive Laboratory Investigations for Preeclampsia: A Quality Improvement Project	<b>Winnie Sia</b> , Jennifer Crawford, Xavier Emmanuelle Thompson, Pamela Mathura, Brad Sullivan, Alex Wong, Claudia Salguero
54	Rehabilitation Model of Care: Enhancing care in the community through consistent evidence-informed rehabilitation services for clients and families across Alberta	AHPPE, Provincial CR Team & AH Zone Operations, <b>Carey Mieyette</b>

## POSTER LISTING

Poster #	Title	Abstract Authors ( <b>Presenter bolded</b> )
55	Safest Together: creating a high reliability culture of safe pediatric patient care	<b>Jill Woodward</b> , Margaret Fullerton, Jennifer Thull–Freedman, Mark Anselmo, Elise Teteris, Brett Simms, Christine Westerlund, Vijay Anand
56	Self–Managed Care Orientation: Client Driven Improvements	<b>Susan Kimber</b> , Janet Walmsley, Eileen Emmott
57	South Health Campus Endoscopy Patient Flow Improvement Project	<b>Travis Toman</b>
58	Successful Nation-wide Collective Impact in Patient Safety	<b>Stephen Routledge</b> , Hina Laeeque, Sandi Kossey, Chris Power
59	The Impact of Novel Infection Control Interventions on Hospital Acquired Clostridium Difficile Infection and Patient Outcome	<b>Ahmed Mohamed</b> , Jamal Khan, Kimberly Miller, Kaitlin Hearn, Brenda Jenkins, Janet Barclay
60	The Waitlist Dilemma: Quality Improvement Project–Brooks Outpatient Physiotherapy Services	<b>Amber Hudec</b> , Kirby Peterson, Kara Auger, Linda Wells
61	Translating Knowledge from Medical Legal Claims to Improve Patient Safety	<b>Kimberly Dieleman</b> , Kiran Manhas, Kaitlyn Wong, Katie Churchill, Karin Olson, Jean Miller, Sylvia Teare, Sunita Vohra, Tracy Wasylak
62	Understanding Patient Experience of Shared Decision–Making in Community Rehabilitation: Steps to Realizing Patient–Centred Care	<b>Kaitlyn Wong</b> , Kiran Manhas, Katie Churchill, Karin Olson, Sunita Vohra, Jean Miller, Sylvia Teare, Tracy Wasylak
63	University of Alberta Hospital Anatomical Pathology Turnaround Time Improvement Project	<b>Jenny Zadunayski</b> , Rebecca Nawaz
64	Reducing low–value care for bronchiolitis patients	<b>Inelda Gjata</b> , Shawn Dowling, Sampson Law, Katharine Smart, Kelly Burak, Antonia Stang









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into reality.

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